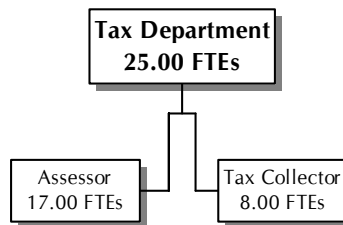


Catawba County Government



Tax Department

Summary

	2002/03 Actual	2003/04 Current	2004/05 Requested	2004/05 Approved	Percent Change
Revenue					
Property Tax	57,196,439	61,210,072	61,064,057	61,064,057	0%
Charges & Fees	231,036	239,670	240,720	240,720	0%
Miscellaneous	1,306	0	0	0	0%
Contribution to General Fund	(56,961,104)	(60,958,106)	(60,793,727)	(60,793,727)	0%
General Fund	911,822	995,114	1,031,756	956,756	-4%
Total	\$1,379,499	\$1,486,750	\$1,542,806	\$1,467,806	-1%
Expenses					
Personal Services	\$1,011,530	\$1,051,280	\$1,105,391	\$1,105,391	5%
Supplies & Operations	352,427	415,470	417,415	342,415	-18%
Tax Refunds	15,542	20,000	20,000	20,000	0%
Total	\$1,379,499	\$1,486,750	\$1,542,806	\$1,467,806	-1%
Employees					
Permanent	25.00	25.00	25.00	25.00	0%
Hourly	0.00	0.00	0.00	0.00	0%
Total	25.00	25.00	25.00	25.00	0%

Significant Changes:

The County continues to pursue unlisted business personal property through a contract with TMA Auditing Services. Fifty percent (50%) of the first \$100,000 and 25% thereafter in tax discovered is used to pay for the auditing services and the balance is new revenue for the County and the cities/fire districts, which is accounted for in increased property taxes.

Funds are included to continue lockbox services. Lockbox processing systems from banking institutions are used to handle tax payments mailed by citizens. Through a post office box, the bank opens, processes, and credits the payments to the County's account several times daily and sends the County a transmission report daily. The lock box service continues to be a cost-effective practice. This service created additional delinquent tax revenues and savings of \$220,968 in a 12-month period from the previous year.

New tax software, NCACC Property Tax System (NCPTS), was implemented during Fiscal Year 2003/04. This software will enable the Collector's office to become more efficient by producing quicker, more detailed data, which may allow reallocation of some staff hours to concentrate on other areas within the department.

TAX ASSESSOR

Statement of Purpose

Ensure all real and personal property is listed annually to the owner of record as of January 1st of each year, and all licensed motor vehicles are billed by the fourth month following the renewal month, as mandated by the General Statutes of North Carolina.

Outcomes

1. To ensure prompt notification to citizens of their tax amount due, mail real and personal tax bills within fifteen days from the effective date the Board of Commissioners and the eight municipalities set their tax rates.
2. Mail vehicle tax bills fifteen days prior to the first day of the month the tax bill is due.
3. Provide quality customer service by responding to all taxpayer inquiries within 24 hours.
4. Perform timely transfers of real property to new owners by processing deeds from Register of Deeds office within fifteen (15) days of receipt.
5. Provide exemplary customer service to the public in the Real Estate Assistance area by maintaining up-to-date information and staff availability to answer questions.

Assessor

Organization: 130050

	2002/03 Actual	2003/04 Current	2004/05 Requested	2004/05 Approved	Percent Change
Revenue					
Charges & Fees	\$67,961	\$62,550	\$62,550	\$62,550	0%
Miscellaneous	1,306	0	0	0	0%
General Fund	911,822	995,114	1,031,756	956,756	-4%
Total	\$981,089	\$1,057,664	\$1,094,306	\$1,019,306	-4%
Expenses					
Personal Services	\$716,370	\$744,494	\$776,551	\$776,551	4%
Supplies & Operations	249,177	293,170	297,755	222,755	-24%
Tax Refunds	15,542	20,000	20,000	20,000	0%
Total	\$981,089	\$1,057,664	\$1,094,306	\$1,019,306	-4%
Employees					
Permanent	17.00	17.00	17.00	17.00	0%
Hourly	0.00	0.00	0.00	0.00	0%
Total	17.00	17.00	17.00	17.00	0%

Significant Changes:

TAX COLLECTOR

Statement of Purpose

To collect and account for all current, as well as delinquent, County and City Ad Valorem taxes charged to the Tax Collector; all County privilege licenses; issue all mobile home moving permits; collect all County street assessments; and collect all fees related to garnishment, attachment, levy, judgment, and returned checks as provided by North Carolina law.

Outcomes

1. Achieve a year-end tax collection rate within the top 5% of counties in North Carolina.
2. Achieve an average collection rate of at least 98.5% for the eight municipalities.
3. Reduce the prior ten (10) years delinquents by 25% during the period July 1st, 2004 through June 30th, 2005.
4. Collect 95% of the 2004/05 Motor Vehicle tax.
5. Maintain exemplary customer service by responding to all taxpayer inquiries within 24 hours and enrolling staff in customer service training sessions where practicable and when offered.

Tax Collector

Organization: 130100

	2002/03 Actual	2003/04 Current	2004/05 Requested	2004/05 Approved	Percent Change
Revenue					
Property Tax	\$57,196,439	\$61,210,072	\$61,064,057	\$61,064,057	0%
Charges & Fees	163,075	177,120	178,170	178,170	1%
Cont. to General Fund	(56,961,104)	(60,958,106)	(60,793,727)	(60,793,727)	0%
Total	\$398,410	\$429,086	\$448,500	\$448,500	5%
Expenses					
Personal Services	\$295,160	\$306,786	\$328,840	\$328,840	7%
Supplies & Operations	103,250	122,300	119,660	119,660	-2%
Total	\$398,410	\$429,086	\$448,500	\$448,500	5%
Employees					
Permanent	8.00	8.00	8.00	8.00	0%
Hourly	0.00	0.00	0.00	0.00	0%
Total	8.00	8.00	8.00	8.00	0%

Significant Changes: